Status Codes

Table 17 shows the status codes flashed by the amber status light. Most system problems can be diagnosed by reading the status code as flashed by the amber status light on the control board.

The codes are flashed by a series of short and long flashes of the status light. The short flashes indicate the first digit in the status code, followed by long flashes indicating the second digit of the error code.

The short flash is 0.25 seconds ON and the long flash is 1.0 second ON. Time between flashes is 0.25 seconds. Time between short flash and first long flash is 1.0 second. Time between code repeating is 2.5 seconds with LED OFF.

EXAMPLE:

3 short flashes followed by 2 long flashes indicates a 32 code. Table 17 shows this to be low pressure switch open.

Table 17—TROUBLESHOOTING

OPERATION	FAULT	AMBER LED FLASH CODE	POSSIBLE CAUSE AND ACTION
Standby – no call for unit operation	None	On solid, no flash	Normal operation
Emergency Mode – Model 25HNA9/24ANA1 with serial number 3709 and prior.	Standard Thermostat Control (25HNA9/24ANA1 only)	Rapid, continuous flashing	Unit being controlled by standard thermostat inputs instead of Infinity Control. Only high stage operation is available. This operating mode should be used in emergency situations only.
Low Stage Cool/Heat Operation	None	1, pause	Normal operation
High Stage Cool/Heat Operation	None	2, pause	Normal operation
	System Communications Failure	16	Communication with User Interface lost. Check wiring to UI, indoor and outdoor units
	Invalid Model Plug	25	Control does not detect a model plug or detects an invalid model plug. Unit will not operate without correct model plug.
	High Pressure Switch Open	31*	High–pressure switch trip. Check refrigerant charge, outdoor fan operation and coils for airflow restrictions.
	Low Pressure Switch Open	32*	Low–pressure switch trip. Check refrigerant charge and indoor air flow.
	Control Fault	45	Outdoor unit control board has failed. Control board needs to be replaced.
	Brown Out (230v)	46	Line voltage < 187v for at least 4 seconds. Compressor and fan operation not allowed until voltage≥190v. Verify line voltage.
	No 230v at Unit Measured at L1 and L2 on circuit board	47	There is no 230v at the contactor when indoor unit is powered and cooling/heating demand exists. Verify the disconnect is closed and 230v wiring is connected to the unit.
	Outdoor Air Temp Sensor Fault	53	Outdoor air sensor not reading or out of range. Ohm out sensor and check wiring.
	Outdoor Coil Sensor Fault	55	Coil sensor not reading or out of range. Ohm out sensor and check wiring.
	Thermistors out of range	56	Improper relationship between coil sensor and outdoor air sensor. Ohm out sensors and check wiring.
	Low Stage Thermal Cutout	71*	Compressor operation detected then disappears while low stage demand exists. Possible causes are internal compressor overload trip or start relay and capacitor held in circuit too long (if installed).
	High Stage Thermal Cutout	72*	Compressor operation detected then disappears while high stage demand exists. Possible causes are internal compressor overload trip or start relay and capacitor held in circuit too long (if installed).
	Contactor Shorted	73*	Compressor voltage sensed when no demand for compressor operation exists. Contactor may be stuck closed or there is a wiring error.
	No 230V at Compressor (25HNA9 Only)	74	Compressor voltage not sensed when compressor should be starting. Contactor may be stuck open or there is a wiring error.
	Low Stage Did Not Start (25HNA6 Only)	75	Specified start voltage at VR terminal was not achieved in low stage. Start relay was de–energized after 1 second.
	Low Stage Did Not Start 3 times (25HNA6Only)	76	For 3 consecutive low stage starts, the specified start voltage at VR terminal was not achieved & start relay was de–energized. Low stage locked out for 30 minutes.
	High Stage Did Not Start (25HNA6 Only)	77	Specified start voltage at VS terminal was not achieved in high stage. Start relay was de–energized after 1 second.
	High Stage Did Not Start 3 times (25HNA6 Only)	78	For 3 consecutive high stage starts, the specified start voltage at VS terminal was not achieved & start relay was de–energized. High stage locked out for 30 minutes.
	Low Stage Thermal Lockout	81	Thermal cutout occurs in three consecutive low/high stage cycles. Low stage locked out for 4 hours or until 24v power recycled.
	High Stage Thermal Lockout	82	Thermal cutout occurs in three consecutive high/low stage cycles. High stage locked out for 4 hours or until 24v power recycled.
	Low–Pressure Lockout	83	Low pressure switch trip has occurred during 3 consecutive cycles. Unit operation locked out for 4 hours or until 24v power recycled.
	High–Pressure Lockout	84	High pressure switch trip has occurred during 3 consecutive cycles. Unit operation locked out for 4 hours or until 24v power recycled.
	Low Contactor Open (25HNA6 Only)	85	Compressor voltage not sensed when compressor should be starting. Low stage contactor may be stuck open or there is a wiring error.
	High Contactor Open (25HNA6 Only)	87	Compressor voltage not sensed when compressor should be starting. High stage contactor may be stuck open or there is a wiring error.

*Sequence: Compressor contactor is de–energized and outdoor fan is energized for up to 15 minutes. If demand still exists, control will energize compressor contactor after 15 minute delay. If fault is cleared, unit will resume operation. If fault still exists, fan shuts off, and error code continues to flash. Control will attempt re–start every 15 minutes. Cycling low voltage defeats the 15 minute delay.